



ILLINOIS

George H. Ryan, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Michael S. Schwartz, Director

MEMORANDUM

TO: Chief Internal Auditors
Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *F.C.*
Bureau of Communication and Computer Services

DATE: October 19, 2000

SUBJECT: Billing Manual Training

The Division of Administration and Planning has updated the ***CMS Billing Manual***. The manual is a guide and reference to understanding the telecommunications billing process. Dana Funk, Division of Administration and Planning, will conduct two training sessions to review the updates and re-familiarize you with the manual. Please mark your calendar to attend one of the two sessions listed below.

Wednesday, November 29, 2000

Session #1 9 a.m. – 11 a.m.

Session #2 1 p.m. – 3 p.m.

Both sessions will be held at the Lincoln Land Capital City Center at 130 West Mason Street, Room 111, Springfield, Illinois. The agenda will include the following topics:

- Telecommunications Billing Terms
- Understanding Telecommunications Billing
- Synopsis of the Monthly CRF Bill/Balancing Your Bills
- How to Complete a Credit Memorandum
- The Billing Help Desk
- MONIES and Catalog Codes
- How to Change Your Billing Information
- Local Call Detail

Copies of the new manual will be distributed at both training sessions. For those of you who are unable to attend either session, a copy of the manual is available on the Division of Telecommunications website at - www.intra.state.il.us/telecom.

To RSVP to attend one of the above sessions please contact Sarah Zerfas by e-mail at Sarah_Zerfas@cms.state.il.us or by telephone at 217/524-2159. Please be sure you indicate which session you plan to attend.

FC:dw